



Resolve

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The InterLocal Conflict Resolution Group (ILCRG) is a consortium of government agencies, labor unions, non-profits, and volunteer professionals jointly formed by King County and the King County Labor Council to offer mediation to its members at no cost.

This shared neutrals program affords the opportunity for member agencies and unions to draw from a pool of mediators who have no direct relationship to the disputes. As a result, sensitive issues that require confidentiality and neutrality can be mediated by qualified professionals.

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***Happy Holidays and
Best Wishes for a
Wonderful New Year
from the***

King County ADR Program/InterLocal

Welcome, Kathleen!

After a competitive hiring process, Kathleen Nichols has been offered and accepted the position of ADR Associate with the King County Office of Alternative Dispute Resolution/Interlocal Conflict Resolution Group. After so much transition in the last few years, we are delighted to have a stable and talented team.

Kathleen brings 19 years of mediation experience and ten years experience as a program coordinator, providing intake services and day-to-day management of ADR programs. She started her mediation career as a volunteer conciliator and court mediator at the King County Dispute Resolution Center in 1995. She moved the Program Assistant position at the then start-up Bellevue Mediation Program and later moved to the City of Seattle to help Stephanie Bell put systems in place for the City's developing Mediation Program.

Kathleen began job-sharing with Michelle Meith in August 2011, and after Michelle's retirement in June, Kathleen has worked full time in the ADR Coordinator position.

We are thrilled to add Kathleen's considerable experience and skills to the program team.

ADR/Interlocal Team

Ann McBroom, Program Manager	263-2430
Polly Davis, Assistant Program Manager	263-2436
Doug Nathan, ADR Practitioner	263-2434
Kathleen Nichols, ADR Associate	263-2432



ADR Implements New Approaches

In 2014 the Office of Alternative Dispute Resolution/Interlocal Conflict Resolution Group will be implementing an innovative approach to resolving interpersonal conflict in the work place. An advanced **training on the new approach, tools and skills will be offered on January 23rd from 8:30 to 4:30**. This initial training will be made available to experienced, certified mediators. There are limited openings, so please RSVP to kathleen.nichols@kingcounty.gov to reserve a spot in the training.

Please note that mediators who participate in this training will be asked to commit to at least two mediations using these approaches over the next year.

Why are we changing how we approach interpersonal conflict? Our facilitative, interest-based, 8- step model works well for discreet disputes (e.g. grievances and formal complaints) and even for some of the more contained interpersonal disputes. However, research and program evaluations tell us this structure does not always lead to lasting improvement in the working relationships between the parties when interpersonal conflicts are more entrenched and less defined.

For example, one step in our current model involves uninterrupted time for each party to “tell their stories” (client opening statement). The repetition of the conflict narrative in opening session often has a negative impact on the person telling the story, the person listening to the story and the relationship between the two. Research in the field of psychotherapy and in crisis intervention suggests that this re-telling of traumatic events often has a detrimental effect on the teller, cementing the negative experience and decreasing resilience. The listener may hear for the first time the unfiltered accusations and strong emotion in the other person’s story, and this “venting” period can re-traumatize both parties, making it more difficult for the healing to begin.

How are we proceeding? In 2013, we began researching, exploring, and piloting some different approaches to dealing with entrenched interpersonal conflict with excellent results. As part of our continual efforts to improve and innovate, we will begin to measure the effectiveness of these different interventions. As we learn which interventions lead to the best long-term results, we will train more of our mediators interested in mediating these challenging and rewarding cases.

What are we trying?

- ◆ Face to face intake, initial staff analysis, and process recommendation;
- ◆ Pre-mediation caucus using narrative theory to “deconstruct” the conflict story and conflict coaching to prepare parties for constructive conversation;
- ◆ Transformative techniques to encourage empowerment and recognition;
- ◆ Including the supervisor for part or all of the joint session so they can provide ongoing support to the parties;
- ◆ Scheduling follow-up sessions to support lasting improvements.

Leading innovation and elevating the field of mediation. Mediation is a relatively new field that has borrowed from social sciences to increase the rigor and efficacy of the work. As the field matures, research specific to conflict resolution suggests that we can standardize our work and produce better and more consistent outcomes. The King County Office of Alternative Dispute Resolution/Interlocal Conflict Resolution Group can add new information and innovative approaches to the field, and we hope you will join us on this exciting journey!

***Holiday Shopping List Suggestions***

From John Fowler

To your enemy, forgiveness

To an opponent, tolerance

To a friend, your heart

To a customer, service

To all, charity

To every child, a good example

To yourself, respect

Garfield High School Restorative Justice* Pilot Report

November 20, 2013

In July the ADR Office conducted a training on mediation and restorative justice for The Seattle Public School District's Special Education and Central Office staff. The training was done in collaboration with FMCS and the City of Seattle's Office of Restorative Justice.

This purpose of this training stemmed from an investigation the US Department of Education begun in early 2013 regarding whether Seattle Public Schools discriminate against African-American students by disciplining them more frequently and more harshly than other students. The School District was not only looking for additional services for training and planning to be able to respond to the investigation but wanting to find a way in which to address the suspension practices. The link between suspension rates and the increase of students entering the juvenile justice system, often referred to as the 'School to Prison Pipeline', has become clear and is an increasing equity issue here in King County.

At the end of this training program the ADR Office was requested to assist with a pilot Restorative Justice program at Garfield High School. Since August we have been meeting on a regular basis with Garfield principal Ted Howard, his staff, the faculty led Building Team Leadership Committee, the Parent Teacher Student Association, various student groups and community resources to begin to build the internal supports necessary to start an RJ pilot which will be culturally relevant and topically specific to the Garfield HS community.

The RJ pilot will contain a menu of options (classroom and restorative circles, mediation, peer-mediation, etc.) for the school administration and students to draw from when addressing internal and external school conflicts. Utilizing our volunteer pool the KCADR program will be able to offer training and as well as experienced mediators to the school. The ADR program has been recognized and appreciated for the broad array of resources and services that it is bringing forward to help implement this pilot.

*"A process to involve, to the extent possible, those who have a stake in a specific offense and to collectively identify and address harms, needs, and obligations, in order to heal and put things as right as possible" [Howard Zehr, The Little Book of Restorative Justice, 2002]



SAVE THE DATES!

NEW LINE-UP OF IN-SERVICE TRAININGS FOR 2014

ILCRG 2014 TRAINING CALENDAR

Date	Room(s)	Time	Session
January 23	Chinook Rm.123	8:30 am to 4:30 pm	New Approaches to Interpersonal Conflict Resolution
February 25	Chinook Rm.123	9:00 am to 12 noon	Co-Mediation
May 22	Chinook Rm. 123	11:30 am to 1:00 pm	Volunteer Appreciation Luncheon
July 16	Chinook Rm.123	8:30 am to 12 noon 1:00 pm to 4:30 pm	The Negotiation Phase Writing Durable Agreements
September 3	Chinook Rm.123	8:30 am to 12 noon 1:00 pm to 4:30 pm	Presence and Authenticity Developing Empathy
November 14	Chinook Rm. 123	8:30 am to 12 noon 1:00 pm to 4:30 pm	Guest Speaker(s) TBD Guest Speaker(s) TBD

All training sessions will be held in the King County Chinook Building, Room 123,
located at 401 5th Ave., Seattle



NAUGHTY OR NICE?

It's that time of year, so we have to ask: Have you been naughty or nice?

Nice is when you RSVP and attend trainings ☺ Naughty means you have signed up for a training and didn't attend or let us know you weren't coming. Obviously, things come up that can't be avoided. Please keep in mind that we often have limited class size. When you don't cancel, someone else can't participate. So help us out by letting us know as soon as possible if you're not going to be able to make it.

We don't want you to get that lump of coal!